

**Tennessee Department of Human Services
Division of Quality Improvement and Strategic Solutions
Quality Assurance Program Director 1**

The Tennessee Department of Human Services is seeking qualified candidates for a Quality Assurance (QA) Program Director 1 within the Division of Quality Improvement and Strategic Solutions. The goal of Quality Management is to support the Department's mission through quality case review and to improve overall performance and accountability. The QA review is an examination of individual files and decisions which results in feedback on the accuracy and timeliness of benefits. Under the Quality Management program, the QA Program Director provides strategic leadership and oversight for all aspects of the Food Program, Family Assistance Quality Assurance reviews for the Supplemental Nutritional Assistance Program (SNAP) and Temporary Assistance to Needy Families (TANF) to ensure compliance with state and federal policies.

Ideal candidates must possess strengths in strategic thinking, program administration, and process design/implementation; possess a strong sense of self and confidence in his or her abilities; and provide sound counsel through staff coaching/development. The candidate must maintain a focus on continuous quality improvement, be performance driven, provide a rapid response when problem solving, and manage staff relationships in such a way to promote individual and professional growth amongst the team.

Primary Responsibilities:

- Utilize knowledge of the SNAP and TANF programs to provide oversight and guidance to staff to ensure the accuracy of case reviews and review follow up.
- Develop and prepare various reports and analyses of monthly QA findings using various technologies. Identify systemic, procedural, and policy concerns as well as common error trends within the Family Assistance districts. Provide detailed reports and data requests to support the DHS Customer Focused Government goals through the departmental accountability process.
- Work closely with various program areas within the department including policy, training, performance management and field management to develop plans for reducing repeated findings. Work closely with Research and Data analysis to develop a process for the monthly sample of case reviews.
- Develop, implement, and maintain a standard protocol manual for the QA reviews. Implement a cadence of accountability within Quality Assurance.

Qualifications:

The candidate must possess a Bachelor's degree. A Bachelor's or Master's degree in management, business administration, social work, public administration or related discipline the same is preferred. A minimum of two years of supervisory experience of quality assurance staff is required. Must be able to demonstrate the ability to foster teamwork and progress the team toward a stated vision; possess a strong emotional intelligence that aids in successful interpersonal/professional relationship; and illustrate exceptional writing and verbal skills, including presentation and public speaking skills.

Interested applicants, please email your resume and cover letter to Cynthia Sanders by **August 31st, 2016** at Cynthia.Sanders@tn.gov.

Pursuant to the State of Tennessee's policy of nondiscrimination, The State of Tennessee Department of Human Services does not discriminate based on race, sex, religion, color, creed, pregnancy, national or ethnic origin, age, disability, or military services in its policies, or in the admission or access to, or treatment or employment in, its programs, services or activities.